

## **Product End of Life Announcement for CallPath**

**Issued:** November 15, 2005

**Product name:** CallPath

### **Summary:**

This message includes the end of life (EoL) plans for the Genesys CallPath product. Customers are encouraged to replace their solutions to a native Genesys solution set. The StandAlone Framework licenses for equivalent CallPath licenses are available at no charge.

**Affected Products and Versions:** CallPath

### **Detailed End of Life Plan and Migration Support:**

#### **End of Life Schedule:**

End of Life announcement date	11/15/05
Beginning of End of Life (EoL) period	06/30/06
Last buy order (LBO) date	06/15/06
End of Maintenance (EoM) date	06/30/08
End of Extended Maintenance (EoEM) date	Not Applicable

- No license orders will be accepted after the last buy order date.
- Existing CallPath customers can order additional licenses until 06/15/06.
- No additional correction fixes will be issued for the product after the end of maintenance (EoM) date.
- Current CallPath customers are encouraged to replace their applications to interface to the native Genesys Product Set by 06/30/2008 to ensure no gap in maintenance coverage. There is no option available for extending maintenance past that date.

### **CallPath End of Life FAQs:**

#### **• Why is Genesys announcing EoL and EoM of the CallPath product?**

The CallPath solution involves multiple mapping layers between the customer application and the Genesys Framework Product. The replacement to a native Genesys solution results in the removal of the mapping layers, thereby providing a direct interface between the customer application and the Genesys Framework. This simplification leads to enhanced application performance, and improvement of call center operational activities. Customers can further leverage the rich set of Genesys applications available for interfacing with the Genesys Framework Product.

#### **• Will Genesys issue any maintenance releases between now and EoL?**

No maintenance releases are scheduled between now and EoL.

#### **• What is the operating environment of CallPath v6.5.2 product?**

The CallPath v6.5.2 base product operates within the following environment:

Operating Systems:

AIX v4.3.3, 5.1, 5.2 & 5.3 on both 32-bit and 64-bit systems using 32-bit executable  
Windows NT (32-bit) & Windows Server 2000 (32-bit)

Compiler:

IBM VisualAge C++ v3.6.6

Java:

Java v1.4 & 1.5

PBX:

Aspect Release 9.0 / Application Bridge v6.0 and Contact Server v5.2

Avaya Media Server, Communication Manager v2.1, 2.2 & 3.0

Nortel Communication Server 1000, Release 4, SMLS/SCCS 5.0

Siemens Hicom 300E, CAP 2.0

T-Servers:

T-Server v7.1.000.03 for Aspect ACD

T-Server v7.1.014.00 for Avaya Communication Manager

T-Server v7.1.001.00 for Nortel Communication Server 1000 with SCCS/MLS

T-Server v7.1.001.01 (required) for Siemens Hicom 300

- **Until when will Genesys provide hot fixes for CallPath?**

Genesys will provide hot fixes for major defects, as needed, until the EoM Milestone.

- **Do I need to pay a license fee to migrate to the native Genesys Solution?**

The StandAlone Framework license is available at no charge for equivalent CallPath licenses.

Please contact your local sales representative for your other Genesys application needs.

CallPath v6.5.x customers already have the StandAlone Framework in place.

- **What assistance would I have towards replacement to a native Genesys solution?**

Genesys will provide a White Paper to assist in replacement planning. A rich set of Genesys applications are currently available for all your call center needs. Please engage your Genesys Account Manager and/or Genesys Professional Services Manager for assistance to roadmap the replacement effort.